

Job Title: Communications Operator
Department: Police
Reports to: Communications Shift Supervisor

Job Summary

Receives, processes and documents all calls for service for police, fire and medical assistance from the public and relays the information to the appropriate source for assistance. Works with CAD (Computer Aided Dispatch), telephones, radios, recording equipment, etc. May assume field training dispatcher responsibilities. May be assigned to perform public safety officer (PSO) duties. Must work varied hours to maintain 24-hour service in the communications section.

Job Scope

Works independently to prioritize activities and assess situations. Works under the immediate supervision of the Communications Shift Supervisor. May be required to be in charge of dispatch/jail operations in the absence of the Communication Shift Supervisor.

Principle Duties and Assignments

1. Answers all emergency and non-emergency telephone lines obtaining information to process all calls for service and relay the information to the appropriate agency or field unit.
2. Provides pre-arrival instructions for medical calls.
3. Makes independent determination of appropriate actions to be taken concerning incoming calls and directs the appropriate responding units to insure efficient and timely responses.
4. Monitors multiple radio, audio, visual, and other equipment (alarm panel, security monitors, fire alarms, building security).
5. Logs most radio transactions into the CAD or appropriate computer to identify current status and location of personnel and equipment.
6. Makes the necessary telephone contacts, wrecker notifications, warrant confirmations and call out contacts for field personnel.
7. Maintains rotation/request wrecker log, private vehicle tow log and vehicle repossession log.
8. Performs all transactions (inquiries, entries, modifications, and deletions) for the department into the Texas and National telecommunications network.
9. Transfers callers to appropriate extension, refers callers to the appropriate agency, or records messages for department employees.
10. Maintains and updates emergency contact file for residences and businesses.
11. Completes and maintains daily significant activity log.
 12. Files and maintains all municipal warrants and any other warrants issued due to an investigation conducted by this department.
13. Daily maintenance and upkeep of the department radio and telephone line recorder.
14. Maintains and updates protective order file.
15. May serve as a trainer for new communications personnel.
16. Performs other duties, tasks, and assignments as directed.

Other Aspect of the Job

Successfully complete a field training communications operator (FTD) which provides the skills and abilities to cope with highly stressful conditions and situations which require immediate actions and decisions; basic knowledge of criminal law; ability to speak clearly, type while listening, talking, and concentrating on decisive actions. Have good listening skills and the ability to follow oral and written instructions. Have the acute ability to react quickly and calmly in emergency situations; deal effectively and courteously with associates and in response to the public. Have the ability to operate phones, multiple radio, teletype and computer systems simultaneously. Must have passing score on Basic First Aid, CPR, EMD and TLETS training. Must be able to attain a passing score on Telecommunications Device for the Deaf (TDD), Multiculturalism/Tourism, and Report Writing. Ability to learn the geographic layout of the city and county. Minimal requirements to obtain a job in this position will be to have a high school diploma or proof of passing a state administered GED test; to successfully pass typing, dispatcher skills tests, , visual, hearing, and physical capabilities sufficient to adequately perform assigned duties, a thorough background investigation, and an oral interview board conducted by members of the Police and/or Fire Departments. Must not currently be or have been within the last ten (10) years on court-ordered community supervision or probation for any criminal offense of the grade of a Class B misdemeanor or above. May not have been convicted of an offense of the grade of a Class B misdemeanor or above within the last ten (10) years. May not have been, at any time, convicted of felony offense or any family violence offense.